

Rapid Response

Workforce & Employment Services Division

Employer Survey

The purpose of the meeting(s) with your employees was to provide information helpful to them during the transition from leaving their current employment to starting and successfully completing their search for a new job. In order to best serve our employer customers, we want your ideas about what we did well and how we can improve our communication and coordination with employers during this effort. Your answers are completely confidential. Please answer each question by marking the response that is closest to your own opinion.

1. How timely were we in providing services?

1	2	3	4
Not at all timely	Moderately timely	Very timely	Don't know

2. During the initial meeting with you, how clearly did we explain the format for the employee meetings?

1	3	5	0
Not at all clearly	Moderately clearly	Extremely clearly	Not Applicable

3. How effective were we in accommodating our activities to your needs?

1	3	5
Not at all effective	Moderately effective	Extremely effective

4. Do you feel we addressed employee concerns during the period between the layoff announcement and the actual layoff?

1	2	3	4
No	Some of the concerns	Many of the concerns	Yes, All of the concerns

5. Using the scale below, what is your overall satisfaction with the services provided to you during the layoff process? (Circle one number below)

Very dissatisfied											Very satisfied
1	2	3	4	5	6	7	8	9	10		

6. Considering all of the expectations you may have had about these services, to what extent have they met your expectations? (Circle one number below)

Falls short of expectations											Exceeds expectations
1	2	3	4	5	6	7	8	9	10		

7. Would you recommend these services, whether or not they were required, to other employers that might one day have similar needs? (Circle one number below)

Definitely no

Definitely yes

1 2 3 4 5 6 7 8 9 10

8. Please provide any comments or suggestions you have for improving our services:

Thank you for taking the time to complete this survey. We will make every effort to use your comments and suggestions to improve our services.

Please submit the completed survey via one of the three options below:

1. For faxing the completed survey, please send to: Rapid Response (502) 564-7459
2. For emailing your answers to the 10 questions, please email: Cecil.Colliver@Ky.gov with "Rapid Response Employer Survey" in the subject line
3. For U.S. Postal service, please mail to:
Rapid Response
Office of Employment & Training
Workforce & Employment Services Division
275 East Main Street, Mailstop 2WA
Frankfort, Kentucky 40621